



Standard Operating Procedures (SOP) – Sample Vehicle Operations Table of Contents

Here is a sampling of subjects that should be considered in the vehicle operations section of the SOP. The bold items are two areas where most crashes occur. You should use action verbs when describing the procedures. Being familiar with, know and review should not be used to describe procedures. They cannot be measured. Verbs such as list, state, describe and perform require a full knowledge of the procedures and require a complete response.

01. Vehicle Inspections
02. Seat Belts
03. Transporting Passengers in Emergency Vehicles
04. Emergency Lighting
05. Backing
06. On-Scene Parking
07. Parking Procedures
08. Following Distances
09. Oxygen Changing
10. Hand Signals
11. Cell Phone Use
12. Smoking in Vehicles
13. Sleeping in Vehicles
14. Eating in Vehicles
15. Personal Radio, TV, Computer or other Electronic Device in Vehicle
16. Operating in Emergency Response Mode
17. Clearing Controlled Intersection
18. School Zones
19. Communication During a Response
20. Decontamination of the Vehicle
21. Operator in Charge of Vehicle
22. Operating Against Oncoming Traffic
23. Obeying the Speed Limit
24. Refueling
25. Vehicle Cleanliness

Next Week: Getting Organized

About Billy Rutherford

Billy Rutherford, MS, President, American Integrated Training Systems, Inc. (AITS). As a contractor, Billy managed the development of the US Department of Transportation, Emergency Vehicle Course (EVO) National Standard Curriculum (Ambulance) and the Train the Trainer (T3) Course to qualify personnel to conduct the National Standard Curriculum. AITS conducts the T3 courses nationwide. The schedule for these courses is published at www.AITStraining.com



Public Relations First Aid- A Resource Kit For Maintaining A Positive Public Image- Part 6

JUST THE FACTS

This may seem to be common sense to most people, but those who have been in front of television cameras know that sometimes unintentional words just slip out. What we see on TV most of time is a shot of an accident scene, maybe some stretchers and yellow tape. What we don't see are the lights, cameras, and satellite trucks in the background. When it's time, reporters will start to ask questions you can't answer. Always remember that:

- It's OK to not know all the facts. Try saying, "We'll let you know as the facts develop."
After conferring with your attorneys and gaining their approval, you should only state facts that you've verified.
- Depending on the situation, you should offer your condolences to the families involved.
- You should stick with a solid statement and not deviate from that, no matter how many times the reporter asks.

